

EXHIBIT A

Data: seg, 4 jul 2022 [06:45:21 WEST]
De: Celsius Network <support@celsius.network>
Para: Nasaraiva <nasaraiva@sapo.pt>
Assunto: [Celsius Network] Re: BTC Transfer

##- Please type your reply above this line -##

Your request ([#1033397](#)) has been updated. To add additional comments, reply to this email.



Customer Care Expert (Celsius Network)

Jul 4, 2022, 05:45 UTC

Hey Nuno,

Thank you for connecting with Celsius.

We can certainly appreciate the need to urgently transfer assets, however, in light of this recent situation, we cannot process any withdrawals.

Our intention is to honor all withdrawals, over time, and we will make note of your request and take it into consideration once withdrawals are possible.

If should you require any further assistance, please do not hesitate to contact me.

I wish you a wonderful day ahead!

Best regards.

Read our FAQs and learn more from our Help Center <https://support.celsius.network/hc/en-us>



Nasaraiva

Jul 3, 2022, 18:14 UTC

Hi

On June 29 2022, I made a mistake and made a transfer to my wallet on Celsius.

I know you have stop the transfers of assets from the accounts. I also know the assets I already had on Celsius were not possible to transfer and I accept. However, this BTC transfer was made after your decision and by mistake.

I would like to request you to make possible the withdrawal of this assets to another wallet of mine. I would only remove the BTC that was deposit on the 29th.

Kind regards

Nuno Saraiva

Reminder: Be aware of phishing sites and always make sure you are visiting the official <https://celsius.network> website and app. Celsius will never ask you for confidential information such as passwords, private keys, seed phrases, or secret codes. You should store this information privately and securely and report any suspicious activity.

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121 River Street, Ste PH05
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Attachment(s)

[26F44F85-23B5-4A8A-A5B5-217F044D28AE.jpeg](#)

[53ED5DF7-09B8-4849-BB2A-0A2023EFCF1A.jpeg](#)

[36455C65-54EA-4E8F-8F26-F28014CE9CFF.jpeg](#)

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